MTS Paratransit
Telephone Directory

MTS Access Reservations, Cancellations, and Information:

Phone **1-888-517-9627**
Fax **1-619-295-9607**
TTY/TTD **1-800-568-7097**

ADA Certification-
Toll Free Orthopaedic Hospital:

Phone **1-877-232-7433**
TTY/TTD **1-213-742-6535**

CTS Paratransit:
1-800-921-9664

Notth County LIFT:
1-760-726-1111

The Transit Store is your one-stop store for the region's public transportation.

THE TRANSIT STORE

102 Broadway (at First Avenue), San Diego
102 Broadway (esquina de avenida 1ra), San Diego

Monday through Friday 8:30 a.m. to 5:30 p.m.
Lunes a víernes: 8:30 a.m. a 5:30 p.m.

Saturday–Sunday 12:00 p.m. to 4:00 p.m.
Sábado a domingo: 12:00 p.m. a 4:00 p.m.

MTS Access Service Area

MTS Access
Riders' Guide

A special transportation service for people with disabilities

Sept. 3, 2002

San Diego Transit

MTS Access Connections

MTS Access connects with San Diego's other ADA paratransit services, CTS Paratransit and North County LIFT. CTS Paratransit provides service to South Bay, East County, and the Inland Central County, and LIFT serves the North County. If your trip starts inside the MTS Access service area (see map), but you need to travel beyond our limits, MTS Access will arrange your transfer to CTS Paratransit or North County LIFT. Please call CTS Paratransit at 1-800-921-9664 or North County LIFT at 1-760-726-1111 for more information on their service areas and times of operation.

MTS Access not for You?

If you are not eligible for MTS Access, or if you enjoy the convenience of regular transit services, the Metropolitan Transit System (MTS) offers bus and trolley services all over San Diego. Please note…

- All MTS services are accessible to wheelchairs via a lift or a ramp. Most buses "kneel" down closer to the curb for easier access and many new buses have no steps at the front entrance.
- The fixed-route bus and trolley fare for seniors and disabled individuals is just $1.00 - or purchase a monthly pass for unlimited trips on fixed-route buses and trolleys for just $13.50 per month!
- Our "Transit Buddy" program provides volunteers to help passengers take their first transit trip. Please call 1-619-495-5759 for more information.
- We can provide complete trip planning assistance for your bus or trolley travels: Over the telephone at 1-800-COMMUTE (1-800-266-6883) or on the World Wide Web at www.sdcommute.com.

Visitors to San Diego are Welcome on MTS Access

If you are visiting the San Diego area and use ADA-paratransit where you live, you may also enjoy the benefit of MTS Access service.

Simply call toll free **1-877-232-7433, (TTY/TDD 1-213-742-6535)** to be added to our client list. We will require some basic information, and any documentation of your hometown ADA-certification would be helpful.

Visitor certification is valid for up to 21 days of travel in any one-year period. Please call **1-877-232-7433** for more information.

ALTERNATIVE FORMATS ARE AVAILABLE UPON REQUEST

MTS Access Service Information

We're Happy to Help You Get Around

MTS Access is a service for ADA-certified* individuals that are unable to use regular fixed-route transit services due to their disability. It will pick you up at the curb in front of your home or at any pre-arranged location and take you to where you want to go within our service area. Your trip will be provided on a wheelchair lift-equipped vehicle, if you need one. There's no limit on the number of trips you can take or any restrictions on the purpose of your trips.

Reservations

To schedule a ride, call 1-888-517-9627 any day between 8:00 a.m. and 5:00 p.m. (TTY/TDD: 1-800-568-7097).

Reservations are accepted from two days in advance up to 5:00 p.m. the day before travel. That means if you want to travel on a Monday, you can call to schedule your trip from 8:00 a.m. on Saturday up to 5:00 p.m. on Sunday.

Service Seven Days a Week, Just a Phone Call Away

Monday through Friday
5:00 a.m. to 12:00 a.m.

Weekends and Holidays
7:00 a.m. to 9:00 p.m.

We also offer limited service (service areas greatly reduced during these times):

Monday through Friday
4 a.m. to 5 a.m.
12 a.m. to 2 a.m.

Weekends and Holidays
4 a.m. to 7 a.m.
9 p.m. to 2 a.m.

Fares

A one-way trip is just $4.00. There's no charge for a personal care attendant accompanying qualified passengers. Any other companions will be charged $4.00 each per trip and only carried on a space available basis. Please have exact cash fare ready (our drivers cannot make change and cannot accept checks). If you're transferring from CTS Paratransit to our service, we charge a $1.00 upgrade to be paid to the MTS Access driver. Ticket books are available.

- To make fare payment easier, you can buy 10-pack ticket books in advance! The $40.00 pack can be purchased at:

  The Transit Store
  102 Broadway (at First Avenue)
  Downtown San Diego
  (619) 234-1060

  The Transit Store accepts cash, checks, money orders, traveler's checks, as well as Visa and MasterCard credit cards.

  If you'd prefer, you can also order your 10-pack ticket books through the mail. Send a check or money order for $40.00, payable to MTDB, along with a note requesting an MTS Access 10-pack ticket book, to:

  M.T.D.B.
  Pass Sales Administration
  1255 Imperial Ave., Suite 1000
  San Diego, CA 92101-7490

Tips for Riding

- Your safety and comfort come first. That's why our drivers remain with the vehicle an can't help passengers to or from the vehicle, or assist with packages. We cannot leave the MTS Access vehicle or other passengers unattended.

- Space is limited, so please limit yourself to two packages a trip. That will leave room for more people on the vehicle.

- Just like the bus and trolley, MTS Access vehicles operate on a schedule. We can't delay other passengers by waiting for anyone. Our drivers will wait five minutes and drive on if the passenger has not arrived at the pick-up location. If you do not show up for your first trip, we'll automatically cancel the return trip.

- If you have the ability to transfer to a fixed-route bus or trolley, you may be asked to do so for part of your trip. This will help make the MTS Access vehicle available for other passengers who need it. If you have a long trip, you may also be required to transfer from one MTS Access vehicle to another.

- Subscription Service - For passengers that have a regular travel pattern (the same trip on multiple days), subscription service is available on a limited basis. This puts passengers on a regular schedule, so you do not need to request every trip individually. MTS Access must be able to accommodate all incidental and one-time trips, so we can only accommodate a very limited number of subscription requests. Please call us for more details.

- Passengers using service animals or traveling with a respirator or portable oxygen supply are welcome on MTS Access.

Customer Service/Resources

Please let us know when we fail to meet your expectations (you can also let us know when we exceed them!). MTS Access has a customer service manager, reachable by calling 1-888-517-9627 that can address your concerns and comments.

If you are not satisfied with the resolution of your concern by the customer service manager, you may have your issue addressed by the Metropolitan Transit Development Board, which oversees the MTS Access service. Please document all details of your area of concern and send to:

MTS Access Contract Administration
1255 Imperial Ave., Suite 1000
San Diego, CA 92101-7490

San Diego's transit operators participate in a committee that holds public meetings several times per year to discuss and address the transit needs and concerns of the disabled community. The **Accessible Services Advisory Committee** is comprised of transit operators, transit consumers, and disability advocacy organizations. Meetings are held in Downtown San Diego 6-8 times per year. For more information or a meeting schedule, please call 1-619-231-1466.

Please call Early if You Have to Cancel

If your travel plans change, we request that you call in a cancellation by 5:00 p.m. the afternoon before your arranged pick-up. If we don't receive a cancellation call, you will be charged $4.00 for the missed trip ("no-show").
If we receive your cancellation call after 5:00 p.m. the afternoon before the scheduled trip, it will be noted as a "late cancellation." Because the service we provide is so important to so many people, we must enforce a suspension for abuse of our service. Any passenger who has three no-shows or late cancellations within a 30-day period will be suspended from using MTS Access for two weeks. Please call us if you would like a copy of our no-show/late cancellation policy.

*ADA Certification is Your Ticket to Ride

MTS Access is reserved for those who need us—qualifying people with disabilities. This only includes individuals whose disability prevents them from using the regular bus and trolley transit services. To receive an application for ADA certification, call toll free 1-877-232-7433 (TTY/TDD 1-213-742-6535).
Mail the application, with professional verification if possible, to the ADA Certification Office. As part of the application process, you may be called to verify information on the application, or you may be asked to attend an in-person assessment of your disability (transportation can be provided at no charge). Once the application process has been completed, you will receive a decision by mail in about three weeks. Your decision may indicate:

- **Unconditional certification** – You may call MTS Access to schedule transportation right away.

- **Conditional certification** – You are eligible to ride MTS Access under the conditions outlined in the letter. You may reapply at any time should you feel that your circumstances change and you would like your conditional certification reconsidered. Typical conditions that restrict certification include:

  - A time of day restriction due to vision difficulty in bright sunlight or in the dark;

  - A limit on using MTS Access only when travel involves a steep hill;

  - Travel restricted to trips which would be non-accessible on the parallel transit services.

- **Denial of certification** – Our medical professionals have reviewed your application and determined that you possess the skills and abilities to use regular transit services. You may reapply at any time should you feel that your circumstances change.

A denial of certification or a conditional certification decision may be appealed. The appeal process is outlined in the decision letter.